



May 20, 2022

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Ms. Kim Frierson
Office of Transportation Disaster Assistance
National Transportation Safety Board
490 L'Enfant Plaza East, SW
Washington, DC 20594

Re: Family Assistance Plan of Miami Air International, Inc. (Docket DOT-OST-1996-1960)

Dear Sir/Madam:

Enclosed please find the Family Assistance Plan of Miami Air International, Inc. ("Miami Air") filed in accordance with the requirements of 49 U.S.C. Section 41313, as amended by the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR-21), the Vision 100 - Century of Aviation Reauthorization Act, and the FAA Reauthorization of 2018.

Additionally, please be advised that the numbers to reach Miami Air's operations staff 24 hours a day in the event of an emergency is **[REDACTED]**.

Please contact the undersigned if you have any questions.

Sincerely,

COZEN O'CONNOR

A handwritten signature in black ink, appearing to read "Kathryn Sobotta", written over a light blue rectangular background.

By: Mark Atwood
Kathryn Sobotta

Counsel for Miami Air International, Inc.
Enclosure

Error! Unknown document property name.

FAMILY ASSISTANCE PLAN
Miami Air International, Inc.
(Last Updated May 6, 2022)

Miami Air International, Inc. ("Miami Air") adopts this Family Assistance Plan ("the Plan"), in accordance with 49 U.S.C. § 41113, as amended, in order to address the needs of families of passengers involved in any aircraft accident involving an aircraft of Miami Air that results in any loss of life. The Plan is part of a broader, coordinated emergency response program that Miami Air has implemented to respond to an emergency. Miami Air makes the following assurances as part of the Plan:

1. Miami Air will publicize a reliable, toll-free telephone number and will provide staff to handle calls from families of passengers involved in an aircraft accident resulting in any loss of life.
2. Miami Air will notify the families of passengers, before providing any public notice of the names of passengers. The notification will be made by either (i) suitably trained personnel; or (ii) the organization designated by the National Transportation Safety Board ("NTSB") under 49 U.S.C. § 1136(a)(2).
3. Miami Air will provide the notice described in paragraph (2), above, as soon as Miami Air has verified that the passenger was aboard the aircraft (whether or not the names of all of the passengers have been verified), and, to the extent practicable, the notice will be provided in person.
4. Miami Air will provide immediately upon request, and will update as needed, a list (which will be based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified) to the director of family support services designated for the accident by the NTSB under 49 U.S.C. § 1136(a)(1) and the organization designated by the NTSB under 49 U.S.C. § 1136(a)(2).
5. Miami Air will consult with the family of each passenger about the disposition of all remains and personal effects of the passenger that are within the control of Miami Air.
6. If requested by the family of a passenger, Miami Air will return to the family any possession (regardless of its condition) of the passenger that is within Miami Air's control, unless the possession is needed for the accident investigation or a criminal investigation.
7. Miami Air will retain for at least eighteen (18) months after the date of the accident any unclaimed passenger possession that is within Miami Air's control.
8. Miami Air will consult the family of each passenger about the construction by Miami Air of any monument to the passengers, including any inscription on the monument.
9. Miami Air will treat the families of nonrevenue passengers (and any other victim of the accident, including any victim on the ground) the same as the families of revenue passengers.

10. Following an accident, Miami Air will work with any organization designated by the NTSB under to 49 U.S.C. § 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance.
11. Miami Air will provide reasonable compensation to any organization designated by the NTSB under 49 U.S.C. § 1136(a)(2) for services provided by the organization.
12. Miami Air will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.
13. Miami Air will commit sufficient resources to carry out the Plan.
14. Upon request of the family of a passenger, Miami Air will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.
15. Miami Air will provide adequate training to its employees and agents to meet the needs of survivors and family members following an accident.
16. In the event Miami Air volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, Miami Air will consult with the NTSB and the Department of State on the provision of assistance.
17. Miami Air will, in the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

At a minimum, the written notice shall advise an owner to: (i) contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) not rely on unofficial information offered by Miami Air representatives about compensation by Miami Air for accident-site property damage; and (iii) obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

18. Miami Air will, in the case of an accident in which the NTSB conducts a public hearing or comparable proceeding at a location greater than eighty (80) miles from the accident site, ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the Miami Air's flight if that city is located in the United States.

The 24-hour emergency contact phone number for Miami Air is as follows: [REDACTED]